

Autotask Integration

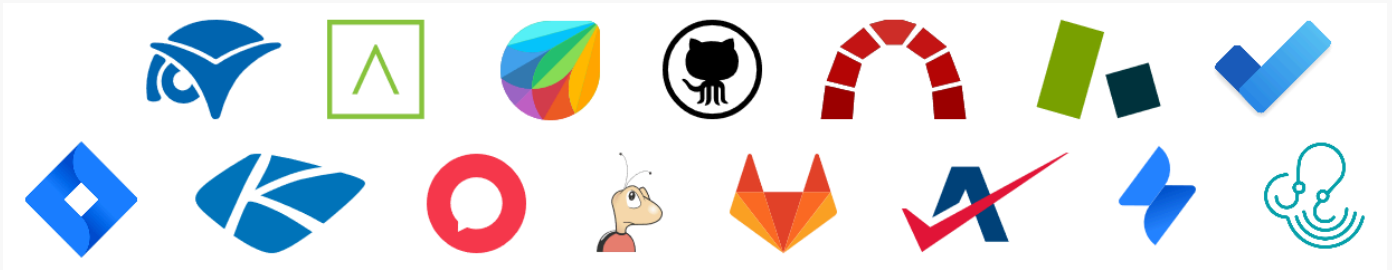


CHECKCENTRAL



BINARYFORTRESS

Autotask Integration

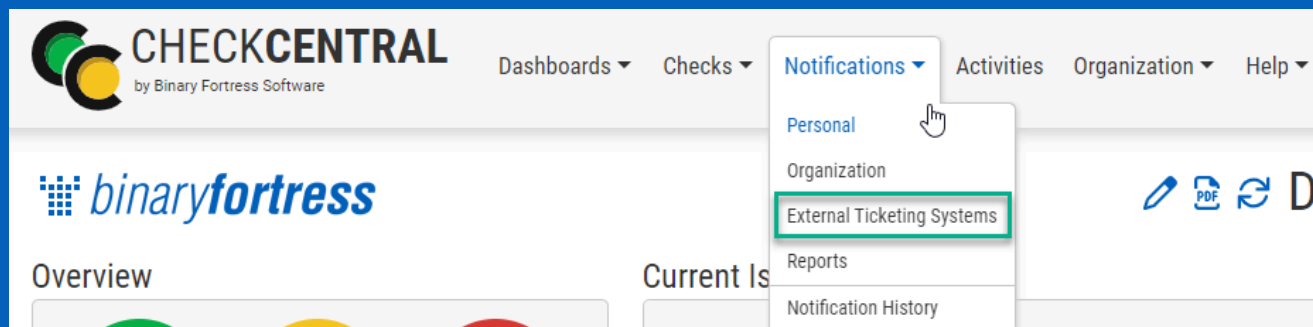


CheckCentral integrates with several RMMs, PSAs, and ticketing software, including Autotask, helping you consolidate service ticket issues.

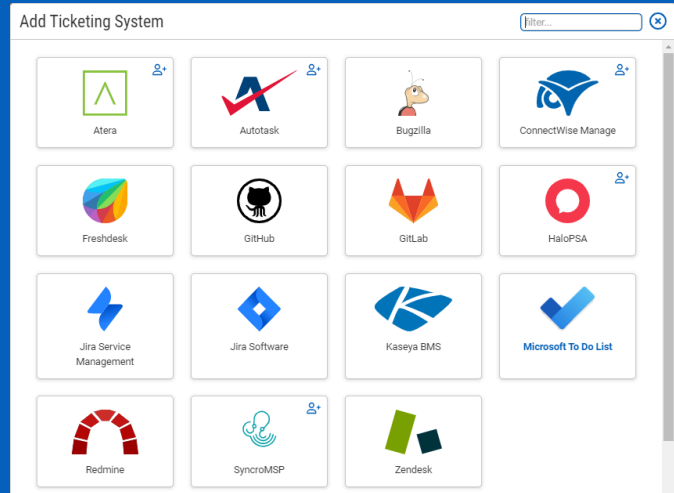
To integrate Autotask with CheckCentral, begin by logging into your CheckCentral account.

CheckCentral

From the main menu, click Notifications, then External Ticketing Systems.



Click Add Ticketing System and choose Autotask.



This will bring up the configuration options required for CheckCentral to communicate with Autotask servers via the API.

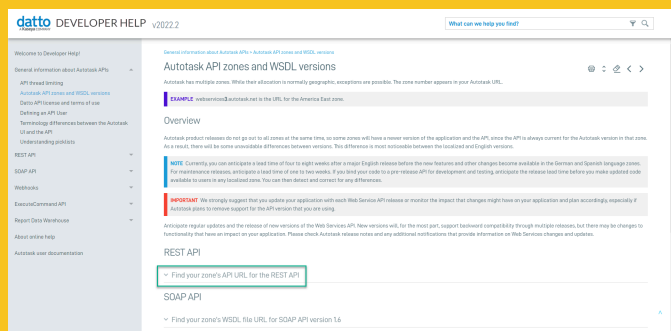
You can name this configuration anything you'd like.

The other details require you to log into your Autotask account.

Browser

Visit the [Autotask API Zones](#) page to lookup your API server URL.

Expand the 'Find your zone's API URL for the REST API' section.



Zone	API URL
Pre-release	https://webservices2.autotask.net/at servicesrest
Pre-release (UK)	https://webservices11.autotask.net/at servicesrest
Limited Release	https://webservices1.autotask.net/at servicesrest
Limited Release (UK)	https://webservices17.autotask.net/at servicesrest
America East	https://webservices3.autotask.net/at servicesrest
America East 2	https://webservices14.autotask.net/at servicesrest
America West	https://webservices5.autotask.net/at servicesrest
America West 2	https://webservices15.autotask.net/at servicesrest
UK	https://webservices4.autotask.net/at servicesrest
UK2	https://webservices16.autotask.net/at servicesrest
Australia / New Zealand	https://webservices6.autotask.net/at servicesrest
Pre-Release (Deutsch)	https://prde.autotask.net/at servicesrest
Pre-Release (Español)	https://pres.autotask.net/at servicesrest
German (Deutsch)	https://webservices18.autotask.net/at servicesrest
EU1 (English Europe and Asia)	https://webservices19.autotask.net/at servicesrest
Spanish (Español)	https://webservices12.autotask.net/at servicesrest

If you are unsure of which zone you're in you can try looking at the URL you use to access Autotask. For example, if your URL starts with ww2.autotask.net you might also be in the zone that connects to webservices2.autotask.net.

Browser and CheckCentral

Copy the URL for your zone.

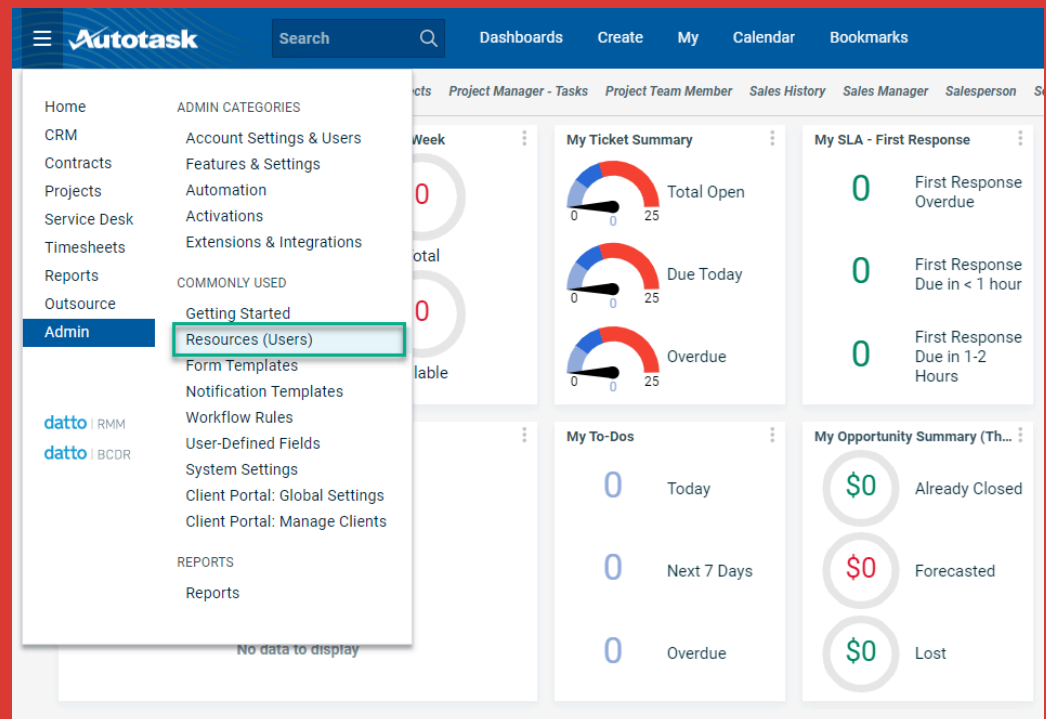
Paste the URL into the API Server URL field.

Zone	API URL
Pre-release	https://webservices2.autotask.net/at servicesrest
Pre-release (UK)	https://webservices11.autotask.net/at servicesrest
Limited Release	https://webservices1.autotask.net/at servicesrest
Limited Release (UK)	https://webservices17.autotask.net/at servicesrest
America East	https://webservices3.autotask.net/at servicesrest
America East 2	https://webservices14.autotask.net/at servicesrest
America West	https://webservices5.autotask.net/at servicesrest
America West 2	https://webservices15.autotask.net/at servicesrest
UK	https://webservices4.autotask.net/at servicesrest
UK2	https://webservices16.autotask.net/at servicesrest
Australia / New Zealand	https://webservices6.autotask.net/at servicesrest
Pre-Release (Deutsch)	https://prde.autotask.net/at servicesrest
Pre-Release (Español)	https://pres.autotask.net/at servicesrest
German (Deutsch)	https://webservices18.autotask.net/at servicesrest
EU1 (English Europe and Asia)	https://webservices19.autotask.net/at servicesrest
Spanish (Español)	https://webservices12.autotask.net/at servicesrest

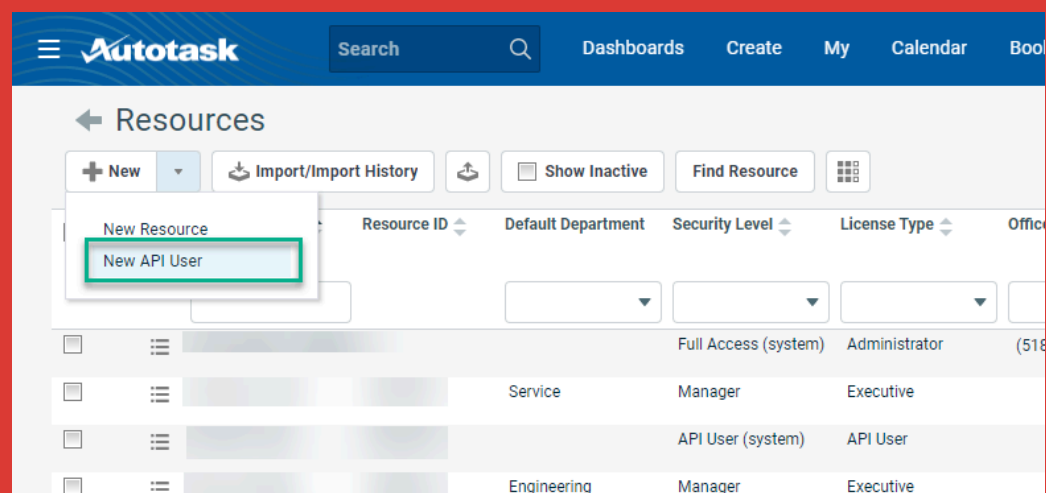
Autotask

The remaining information is in Autotask's Resources area.

From the Autotask portal main menu, click Admin > Resources (Users).



Hover on the arrow by "+ New" and click "New API User."



In the Add API User prompt, fill in the General section.

Autotask and CheckCentral

In Autotask, click the "Generate Key" button and paste the "Username (Key)" in CheckCentral's "API Username (Key)" field.

Click the "Generate Secret" button and paste the "Password (Secret)" in CheckCentral's "API Password (Secret)" field.

The image shows two parts of the configuration process. On the left, the 'Credentials' section in CheckCentral has a 'Generate Secret' button highlighted with a green box. Below it, the 'Password (Secret)' field contains the text '7s*P@Cz8', which is also highlighted with a green box. On the right, the 'Autotask' configuration window is open. The 'API Password (Secret)' field contains the same text '7s*P@Cz8' and is highlighted with a green box. A green arrow points from the 'Password (Secret)' field in CheckCentral to the 'API Password (Secret)' field in the Autotask window.

In the API Tracking Identifier section, select "Custom (Internal Integration)." Enter a name for the identifier in the "Internal Integration Name" field. Copy the Tracking Identifier and paste it into CheckCentral's "API Tracking Identifier" field.

The image shows two parts of the configuration process. On the left, the 'API Tracking Identifier' section in CheckCentral has the 'Custom (Internal Integration)' radio button selected and highlighted with a green box. Below it, the 'Internal Integration Name' field contains the text 'CheckCentral' and is highlighted with a green box. The 'Tracking Identifier' field contains the text 'FLTFO4VTT' and is highlighted with a green box. On the right, the 'Autotask' configuration window is open. The 'API Tracking Identifier' field contains the same text 'FLTFO4VTT' and is highlighted with a green box. A green arrow points from the 'Tracking Identifier' field in CheckCentral to the 'API Tracking Identifier' field in the Autotask window.

Click "Save & Close" on Autotask's Add API User prompt.

Add API User

[Review Terms and Conditions for API Use](#)

General

First Name *
Matt

Last Name *
Sully

Email Address *
msully@binaryfortress.com

☒ Active
☐ Locked

Security Level *
API User (system)

Date Format
MM/dd/yyyy

Time Format
hh:mm a

Number Format
X,XXX.XX

Primary Internal Location *
Headquarters

CheckCentral

Return to the CheckCentral configuration window to finish.

Enter a number of days for the due date applied to newly created tickets.

Autotask

Due Date (days) 5 days
The ticket due date as the number of days from the creation date.

Status [Search](#)

Priority [Search](#)

Account [Search](#) [Clear](#)
Only accounts that have the 'Customer' type will be available to use.

Resource [Search](#) [Clear](#)

Role [Search](#) [Clear](#)
Role requires a resource to be selected first.

Queue [Search](#) [Clear](#)
If a resource is selected this will show queues that belong to that resource only.

Category [Search](#) [Clear](#)

Check Groups ☒ All Check Groups
select an item (optional) ☒ ☐
Select check groups to use with this channel.

☒ Enable this external ticketing system

[Save](#)

Select the ticket Status, and Priority that will be associated with newly created tickets in Autotask. Click on the Search button to bring up relevant lists and choose one from each list.


For accounts/customers, you can select a specific account from the list or set the channel to automatically select the account based on the Check Group name.

Select the Resource, Role, Queue, and Category to be used with the Autotask tickets.

The screenshot shows the Autotask integration setup interface. It consists of a central 'Autotask' panel and four side panels: 'Get Resource', 'Get Role', 'Get Queue', and 'Get Category'. The 'Get Resource' panel lists various resources like Allison Johnson, Cindy Jones, etc. The 'Get Role' panel shows 'Exec. Management'. The 'Get Queue' panel lists queues like CC Alerts, Client Portal, etc. The 'Get Category' panel lists categories like AEM Alert, Datto Alert, etc. The central 'Autotask' panel has fields for Status (Escalate), Priority (High), Account (-99), Resource (Jon Tackabury), Role (Exec. Management), Queue (empty), Category (Standard), and Check Groups (All Check Groups). Green lines indicate the flow of selection from the side panels to the main form.


Finally, choose which Check Groups will use this Autotask ticketing channel. By default, all check groups are selected. To be more selective, disable the All Check Groups checkbox then use the multi-select dropdown field below. Once you've selected your check groups, ensure the 'Enable this external ticketing system' checkbox is enabled, and click Save.


The screenshot shows the 'Autotask' integration setup interface. The 'Check Groups' section is highlighted with a green box. It contains a checkbox labeled 'All Check Groups' which is checked. Below it is a multi-select dropdown field labeled 'select an item (optional)'. Below that is a checkbox labeled 'Enable this external ticketing system' which is also checked. A green box highlights the 'All Check Groups' checkbox and the 'Enable this external ticketing system' checkbox. At the bottom right, there is a green 'Save' button.




CHECKCENTRAL
by Binary Fortress Software








Dashboards ▾
Checks ▾
Notifications ▾
Activities
Organization ▾
Help ▾


Account ▾





External Ticketing Systems


Autotask

Check Groups


All Check Groups


+ Add Ticketing System
Collapse All
Expand All

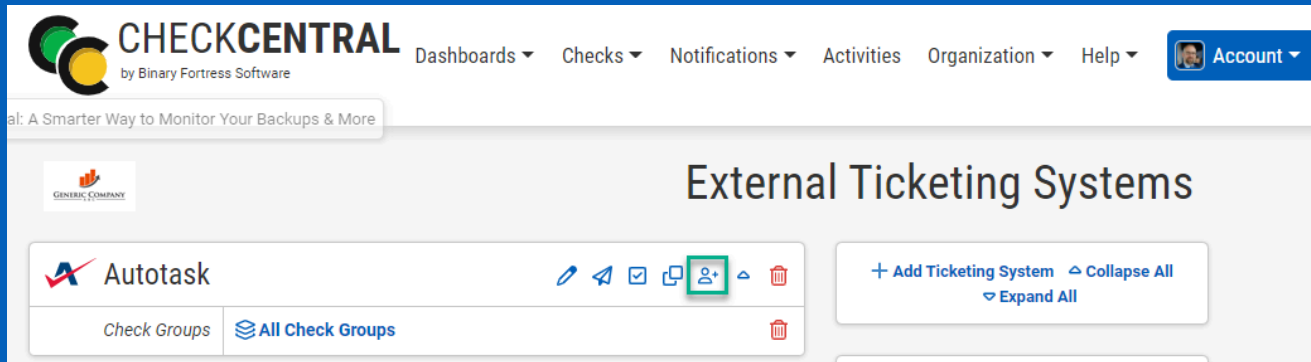
Currently Linked External Tickets:

This External Ticketing System channel will now be available for use with any check under your Check Central account.

Import Customers as Check Groups

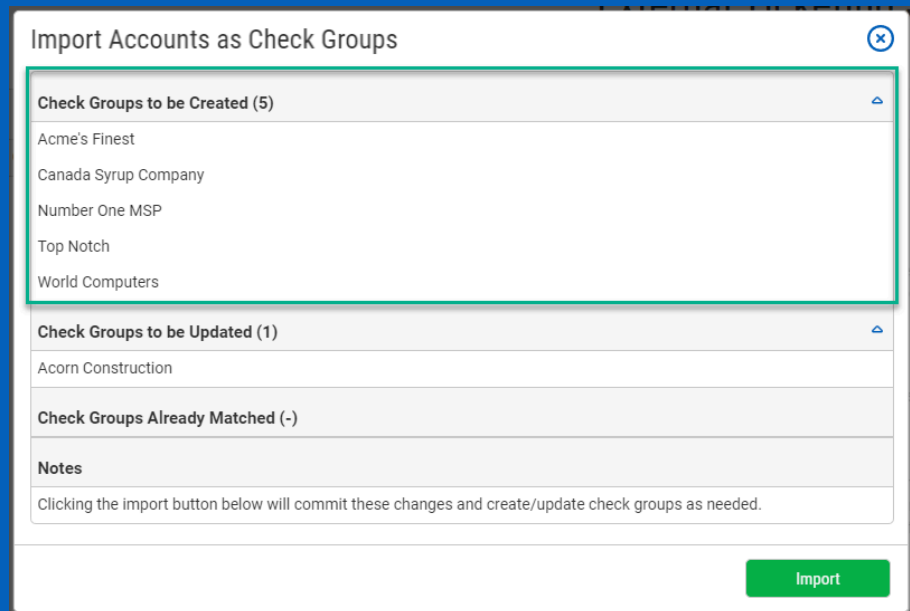
CheckCentral

To create and match account-centric check groups, we'll use this new API connection to import accounts directly from Autotask.



From the External Ticketing Systems page, click on the Account Import icon above your newly-created channel.

If no similar check groups exist, your accounts will be listed under Check Groups to be Created.



If you've already created Check Groups using account/customer names, they will display in the Check Groups to be Updated section, ensuring they match with Autotask.

Import Accounts as Check Groups

Check Groups to be Created (5)

Acme's Finest
Canada Syrup Company
Number One MSP
Top Notch
World Computers

Check Groups to be Updated (1)

Acorn Construction

Check Groups Already Matched (-)

Notes

Clicking the import button below will commit these changes and create/update check groups as needed.

Import

Existing Groups Already Matched with Autotask will be skipped.

Import Accounts as Check Groups

Check Groups to be Created (5)

Acme's Finest
Canada Syrup Company
Number One MSP
Top Notch
World Computers

Check Groups to be Updated (1)

Acorn Construction

Check Groups Already Matched (-)

Notes

Clicking the import button below will commit these changes and create/update check groups as needed.

Import

Now click Import to complete the import.

Import Accounts as Check Groups

Check Groups to be Created (5)

Acme's Finest
Canada Syrup Company
Number One MSP
Top Notch
World Computers

Check Groups to be Updated (1)

Acorn Construction

Check Groups Already Matched (-)

Notes

Clicking the import button below will commit these changes and create/update check groups as needed.

Import

About CheckCentral

CheckCentral Monitoring consolidates and simplifies backup, system, and software email updates into a clean, graphical dashboard, bringing peace of mind to IT administrators of SMBs, Enterprises, and MSPs.

To learn more about CheckCentral, visit: <https://www.checkcentral.cc>

About Binary Fortress Software

Binary Fortress has spent 18 years in pursuit of one goal: create software to make life easier. Our software ranges from display management and system enhancement utilities to monitoring tools and digital signage. IT administrators, professional gamers, coffee-shop owners, and MSPs all rely on Binary Fortress to make their days better, and their lives easier.

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